

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) An enhanced interactive voice response system, comprising:

a call router to route an internet protocol telephony call; ~~and~~
an interactive voice response ~~server~~ application to receive the Internet protocol telephony call from the call router, ~~wherein the interactive voice response server includes a terminal object; and~~
a telephony API used by the application to form a connection with a caller and control a media stream transmitted over the connection by selecting a terminal object from among a group of registered terminal objects adhering to a uniform interface, each providing specific functionality to process the media stream.

2. (Original) The system of claim 1, further comprising a gateway coupled to the call router.

3. (Original) The system of claim 2, further comprising a public switched telephone network coupled to the gateway.

4. (Original) The system of claim 2, wherein the gateway translates telephony calls based on communication protocols of a public switched telephone network to telephony calls based on internet protocols.

5. (Currently Amended) The system of claim 1, further comprising a client computer, wherein a user at the client computer ~~includes a terminal object so as to~~ receives the internet telephony call routed from the router based upon the caller's interaction with the interactive voice response application.

6. (Currently Amended) The system of claim 1, further comprising a data store. ~~An enhanced interactive voice response system, comprising:~~

~~a data store;~~

~~a call router to route an internet protocol telephony call; and~~

~~an interactive voice response server to receive the internet protocol telephony call from the call router, wherein the interactive voice response server includes a terminal object.~~

7. (Original) The system of claim 6, wherein the call router stores call information in the data store.

8. (Currently Amended) The system of claim 6, wherein the interactive voice response server application stores call information in the data store.

9. Cancelled.

10. (Currently Amended) The system of claim 9~~6~~, wherein the client computer is ~~adapted to retrieve~~s call information from the data store.

11-77. Cancelled.

78. (New) A method of handling an internet protocol telephony call in an interactive voice response application, comprising:

listening for an internet protocol telephony call;

receiving an internet protocol telephony call from a call router;

forming a connection with a caller using a telephony API; and

controlling a media stream transmitted over the connection by selecting a terminal object from among a group of registered terminal objects exposed by a

telephony API and adhering to a uniform interface, each providing specific functionality to process the media stream.

79. (New) The method of claim 78 wherein the selected terminal object performs speech recognition on the media stream.

80. (New) The method of claim 79 including loading a grammar for speech recognition.

81. (New) The method of claim 80 wherein the grammar is loaded from an XML file.

82. (New) The method of claim 78 wherein the selected terminal object performs recognition of touch tones on the media stream.

83. (New) The method of claim 78 wherein the selected terminal object performs speech generation on the media stream to provide a menu of choices to the caller.

84. (New) The method of claim 83 wherein the menu of choices is read from an XML file.

85. (New) A computer-readable medium containing instructions for controlling a computer system to handle an internet protocol telephony call in an interactive voice response application, by a method comprising:

receiving an internet protocol telephony call from a call router;

forming a connection with a caller using a telephony API; and

controlling a media stream transmitted over the connection by selecting a terminal object from among a group of registered terminal objects exposed by a

telephony API and adhering to a uniform interface, each providing specific functionality to process the media stream.

86. (New) The computer-readable medium of claim 85 wherein the selected terminal object performs speech recognition on the media stream.

87. (New) The computer-readable medium of claim 86 including loading a grammar for speech recognition.

88. (New) The computer-readable medium of claim 87 wherein the grammar is loaded from an XML file.

89. (New) The computer-readable medium of claim 85 wherein the selected terminal object performs recognition of touch tones on the media stream.

90. (New) The computer-readable medium of claim 85 wherein the selected terminal object performs speech generation on the media stream to provide a menu of choices to the caller.

91. (New) The computer-readable medium of claim 90 wherein the menu of choices is read from an XML file.